

ATTACHMENT JE-1
AWARD FEE DETERMINATION PLAN
N62474-98-R-2069
BASE OPERATING SUPPORT (BOS) SERVICES
NAVAL AIR STATION LEMOORE (NASL)
CALIFORNIA

A. INTRODUCTION

1. Pursuant to NAVFAC 5252.216-9315, Award Fee (NOV 1994), this plan covers the administration of the award fee provision for (contract) No. N62474-98-D-2069, Base Operating Support (BOS) Services, NASL, CA. This contract is for a base period and four option years. This plan describes the method for assessing the Contractor's performance rating and to determine whether and to what extent such performance merits an award fee amount. The award fee is intended to provide motivation and reward for excellence in contract performance in executing the provisions of the contract. The award fee is not intended to acquire additional or higher levels of service than specified in the solicitation.

2. The maximum award fee pool will be ten percent (10%) of the fixed price amount of the base period and each option year. There will be an annual evaluation of the Contractor's subcontracting utilization which will occur in the first quarter of the fiscal year in conjunction with the evaluation of the fourth quarter of the previous fiscal year (the first evaluation will occur in the first quarter of the second option year). The maximum award fee pool for subcontracting utilization will be ten percent (10%) of the maximum award fee pool for the fixed price amount for each option year (there will be no evaluation for subcontracting utilization for the base period of the contract).

The remaining award fee pool will be evaluated on a quarterly basis. There shall be no unearned award fee carried over to any other review period. The award fee pool is a fixed amount and is not subject to equitable adjustments from changes or other contract modifications. If the contractor fails to maintain an acceptable level of performance in any one Outcome, the Government reserves the right to issue no award fee for that performance period.

The award fee for subcontracting utilization will be evaluated annually. This portion of the award fee is intended to motivate the contractor to exceed the mandatory minimum annual subcontracting goals stated in the contract and evaluate the opportunities provided for small business participation in the NASL BOS contract.

3. The award fee will be determined by the Fee Determination Official (FDO) in accordance with this plan. Award Fee determinations are not subject to appeal under the "DISPUTES" clause of this contract. The Government reserves the right to alter this plan unilaterally to reflect any changes to the evaluation criteria. The Contractor will be informed of these changes in a timely manner, and will be given a copy of the plan in advance of the evaluation period(s) to which it applies.

B. ORGANIZATIONAL STRUCTURE FOR AWARD FEE ADMINISTRATION

1. The following organizational structure is established for administering the award fee provisions of the contract:

a. Fee Determination Official (FDO). The FDO is the Commanding Officer, Naval Air Station Lemoore. Primary responsibilities of the FDO are: review findings and recommendations of the Award Fee Board (AFB) and any other source of information deemed pertinent; approve the award fee earned and payable for each evaluation period; notify the Contractor in writing of the decision, or return the AFB report for reconsideration; and approve any changes in the Award Fee Plan.

b. Award Fee Board (AFB). The AFB, composed of key NAS Lemoore officials. They will review the PEB report, the Contractor's self-evaluation, and other sources of information deemed pertinent. The NAS Lemoore Executive Officer will be the Chairperson of the AFB and the Contracting Officer will notify the designated officials to conduct the evaluation meeting. The AFB will prepare and forward a report summarizing their findings with a recommended award fee amount to the FDO.

c. Performance Evaluation Board (PEB). The PEB will be comprised of key NAS Lemoore officials. The responsibilities of the PEB are to: review the evaluations submitted by the Quality Assurance Evaluators (QAEs), prepare and complete the PEB report, consider proposed changes to the Award Fee Determination Plan and make recommendations to the FDO for incorporation of those changes considered appropriate.

d. Quality Assurance Evaluator (QAE).

(1) QAEs will be appointed by the Contracting Officer. They will be selected on the basis of their expertise relative to the prescribed Outcome area. Duties of the QAEs will be in addition to, or an extension of their regular responsibilities. Each QAE will be responsible for complying with specific instructions of the Contracting Officer, and duties include the following: monitor, evaluate and assess Contractor performance in assigned Outcome area(s); establish and maintain a contractor performance file; prepare and submit a monthly Performance Report, through the QAE Coordinator for the PEB's consolidation and review.

(2) The monthly Performance Report must address the criteria elements for each contract Outcome assigned, providing a narrative rationale to support the evaluation for each element of criterion. If requested, QAEs should be prepared to make a verbal presentation to the Chairperson and/or the PEB.

C. EVALUATION REQUIREMENTS

1. Performance evaluation for award fee will be conducted four (4) times per year (after the completion of each quarter). The first evaluation period will end 31 December 2000 and will include the transition/phase-in period plus the first quarter of the full performance period. Evaluation of subcontracting utilization will be conducted annually in the first quarter of the fiscal year, with the first evaluation to be conducted in the first quarter of the second option year (in conjunction with the evaluation of the fourth quarter of the previous option year).

2. The contractor may submit a self-evaluation report to the Contracting Officer within two weeks after the end of each quarter, prior to the PEB convening.

D. PROCEDURES

1. Performance Evaluation Board (PEB). The PEB, composed of technical and administrative personnel will prepare a Contractor Evaluation Report and forward the report to the Award Fee Board (AFB).

2. Contractor's Self-Evaluation. The Contractor may submit a self-evaluation written report of its performance to the Contracting Officer within two weeks following each evaluation period. The Contractor shall make a presentation of its self-evaluation during the Award Fee Board meeting.

3. Award Fee Board (AFB). At the AFB meeting, the contractor will present its self-evaluation. The PEB Chairperson will present the PEB report. After both the contractor and PEB presentation, the AFB will prepare and forward a report summarizing the Board's findings and recommended award fee amount to the Fee Determination Official.

4. Fee Determination Official (FDO). The FDO will review the recommendations of the AFB, the Contractor's self-evaluation and other sources deemed pertinent to determine the award fee earned and payable for the preceding period of performance. The FDO's decision will be stated in the Award Fee

Determination Report. Upon the FDO's determination of the award fee amount, the Government will notify the Contractor in writing, of the results of the evaluation.

E. EVALUATION METHOD, CRITERIA AND SCORE

1. Enclosure (1) identifies outcome [metrics](#) by Outcome. It is the Government's intent to focus on these outcomes in measuring Contractor's performance along with other pertinent factors. The Government's overall expectation is that the Contractor will provide, as a minimum, the types, levels and quality of services that would support the continued operation of the Naval Installations in NASL in a safe and reliable manner; maintain a reasonable quality of life for the station's workforce and residents; preserve the long-term viability of the station's buildings, utilities and other infrastructure; and protect the Government's image.

2. The Government has determined certain Outcomes to be more critical than others and as such, the relative order of importance of Outcomes is shown below. Group A is the first order of importance and the most critical. All other Outcomes are part of Group B. All Outcomes within the groups are of equal importance.

Group A

Outcome C.5.4 – Utilities

Outcome C.5.6 – Family Service Center

Outcome C.5.7 – Fire Fighting School

Outcome C.5.8 – Life Support and Safety Service Transportation

Outcome C.5.9 – Fuel, Oxygen, Nitrogen Operation and Storage

3. QAEs will determine an overall Outcome rating by taking into consideration the following: (a) Contractor's success in achieving the outcomes; (b) monthly evaluations; (c) Contractor's response to the station's changing need and priorities; and (d) any other matter pertinent to fairly assessing the Contractor's overall performance. The overall Outcome rating will be supported by a narrative. Descriptive and percentage guidelines for the overall ratings are provided below.

Percent Rated Narrative

95 – 100	Excellent. The best performance that could be expected for any Contractor. The Contractor has demonstrated creativity, ingenuity, initiative and/or excellent performance even under adverse conditions.
90 – 94.9	Very Good. Additional effort is required for the Contractor to perform at an excellent level. The Contractor demonstrates high quality performance with minor deficiencies in few areas. These deficiencies are offset by superior performance in other areas.
80 – 89.9	Good. Considerable effort is required for the Contractor to perform at an excellent level. The quality of performance is acceptable but QAEs can cite some deficiencies needing improvement.
Below 80	Poor. Frequently fails to meet the expected performance level such as quality, timeliness, and responsiveness. Major performance deficiencies exist and have been documented.

Any score below 80 will receive no award fee.

4. The AFB will evaluate the Contractor's overall performance and determine the percentage of award fee earned by taking into consideration the following: (a) Outcome ratings and their relative weights, (b) narratives presented by the QAEs in support of their Outcome ratings; and (c) all relevant factors not taken into consideration by the QAEs.

5. The award fee for subcontracting utilization will be evaluated annually. Descriptive and percentage guidelines for the subcontracting utilization rating is provided as follows:

Percent Rated Narrative

95 – 100	Superior performance in exceeding the mandatory minimum subcontracting goals. Superior performance in exceeding the subcontracting goals provided in the contractor's approved subcontracting plan. Promotes the opportunities available for small business subcontractors in the performance of the contract requirements. Provides a superior mentoring program for small businesses.
90 - 94.9	Additional effort is required for the contractor to be rated at a superior level. The contractor exceeds the mandatory minimum subcontracting goals and consistently exceeds the goals provided in their approved subcontracting plan. There are areas that could be improved upon however these areas are offset by superior performance in other areas.
80 – 89.9	Considerable effort is required for the Contractor to be rated at a superior level. The performance of subcontracting requirements is acceptable. The contractor is able to meet the mandatory minimum subcontracting goals, however there are areas that the contractor can improve in provision of subcontracting opportunities.
Below 80	Consistently fails to meet the mandatory minimum subcontracting goals. Contractor requires improvement in providing opportunities for small business subcontractors in the performance of the contract requirements.

Any score below 80 will receive no award fee from the subcontracting award fee pool.

F. AWARD FEE SCHEDULE

The following schedule establishes the percent of award fee to be awarded for the numerical point value earned.

<u>Earned Numerical Point</u>	<u>Percentage of Award Fee Pool</u>
79 and Below	0
80	1
81	2.5
82	5
83	7.5
84	10
85	12.5
86	15
87	17.5
88	20
89	22.5
90	25
91	35
92	45
93	55
94	65
95	75
96	85
97	95
98	98
99	99
100	100

The calculated award fee earned will be rounded to the nearest dollar.

For values \$0.01 - \$0.49, rounding will result in \$0.00.

For values \$0.50 - \$0.99, rounding will be to the next whole number.

G. CHANGES IN THE PLAN

1. Any matters covered in this plan not otherwise requiring mutual agreement under the contract may be changed unilaterally by the Contracting Officer prior to the beginning of an evaluation period by timely notice to the Contractor in writing.

2. Any changes to the evaluation criteria will be forwarded to the Contractor at least 15 calendar days prior to the beginning of the evaluation period to which the changes apply. If the contractor is not provided the changes at least 15 calendar days before the beginning of the next period, the existing plan coverage will continue in effect for the next evaluation period.

H. SIGNATURES

Requirements of this award fee plan have been reviewed and are recommended for approval by the Fee Determination Official.

Date

Date

Senior Member, Award Fee Board

Date

Fee Determination Official

ENCLOSURE (1)
OUTCOME METRICS FOR BOS CONTRACT NO. N62474-98-D-2069

METHODOLOGY: Performance evaluation for award fee as outlined in the plan. It is the intention of the Government per Paragraph G.2 to rotate focus of the evaluation to areas needing improvement with corresponding higher weighting differentials assigned to those areas. The contractor will be advised the weights assigned each outcome at least 15 calendar days prior to the beginning of the evaluation period to which the changes apply.

PHASE-IN/TRANSITION PERIOD:

- Timeliness and quality of submission of post award deliverables.
- Effectiveness of communication between Contractor and Government.
- Impact to customer during transition.
- Timeliness and efficiency of transfer of Government Property.
- Timely staffing of key personnel.
- Timely staffing of key personnel.

SECTION C.1: GENERAL REQUIREMENTS

- Performance indicators lead to Continuous Process Improvement.
- Flexibility and responsiveness to multiple customers with competing demands.
- Continuous improvement in response to customer complaints.
- Accuracy, completeness, and timeliness of financial and administrative reporting.
- Quality and ease of work reception procedures (routine and emergency).
- Success in implementing cost savings initiatives.
- Timely response to Contracting Officer requests.
- Quality Control program effectiveness.
- Compliance with OSH requirements in all areas to foster a positive accident avoidance environment.
- Development of improving trends in customer satisfaction in all areas.
- Compliance with OSH requirements in all areas to foster a positive accident avoidance environment.
- Development of improving trends in customer satisfaction in all areas.

SECTION C.5.1: PROGRAM SUPPORT SERVICES

- Administrative competence and improving/high level performance.
- Information Technology competence and improving/high level performance for hardware, software, and customer support.
- Accuracy, completeness, and timeliness of Public Affairs support.
- Financial, accounting, and timekeeping services of improving/high level performance.
- Purchasing and Furnishings support services of improving/high level performance.
- Accuracy and timeliness of required reports, records, submittals.
- Low level of customer complaints, timely resolution, decreasing frequency of occurrence.

SECTION C.5.2: ARCHITECT/ENGINEER SERVICES

- Competent professional services with improving/high level performance.
- Accuracy and timeliness in response to customer demands.
- Low level of customer complaints, timely resolution, decreasing frequency of occurrence.

SECTION C.5.3: BACHELOR QUARTERS MANAGEMENT

- Professional BQ management competence with improving/high level performance.
- Bachelor housing meets accreditation standards and continuously improves in future years.
- Personal Property services to residents are competent with improving/high level performance.
- Accuracy and timeliness of required reports, records, submittals.
- Low level of customer complaints, timely resolution, decreasing frequency of occurrence.

SECTION C.5.4: UTILITIES

Electricity:

- Unscheduled power losses due to inoperative distribution systems or components.
- Response to emergency power requirements during periods of commercial power interruption.
- Timeliness and accuracy of utility allocation and billing.
- Increase in electrical system efficiency.
- Improvement in energy conservation.
- Low level of customer complaints, timely resolution, decreasing frequency of occurrence.

Potable Water:

- Properly treated potable water at 80 psi.
- Unscheduled loss of water pressure or availability.
- Citations/violations of permit.
- Accuracy and timeliness of allocation and billing.
- Increase in fresh water system efficiency.
- Improvement in water conservation.
- Low level of customer complaints, timely resolution, decreasing frequency of occurrence.

Natural Gas:

- Safe, reliable operation of natural gas system at 25 psi.
- Minimize loss of gas through leaks; conservation.
- Unscheduled loss of gas pressure or availability.
- Accuracy and timeliness of allocation and billing.
- Low level of customer complaints, timely resolution, decreasing frequency of occurrence.

Storm Water, Sanitary Sewage, Industrial Waste Water:

- Process and disposal deficiencies.
- Meet regulatory requirements, permit currency.
- Timeliness and accuracy of utility allocation and billing.
- Increase in system efficiency.
- Improvement in conservation and re-use where appropriate.
- Low level of customer complaints, timely resolution, decreasing frequency of occurrence.

Industrial Air:

- Production and distribution deficiencies.
- Unscheduled outages.
- Meet regulatory requirements, permit currency.
- Timeliness and accuracy of utility allocation and billing.

- Increase in system efficiency.
- Improvement in conservation.
- Low level of customer complaints, timely resolution, decreasing frequency of occurrence.

SECTION C.5.5: CUSTOMER INTERFACE

- Universal, unlimited availability to all consumers.
- Documented record of contacts.
- Competent professional services with improving/high level performance.
- Accuracy and timeliness in response to customer demands.
- Accuracy and timeliness of required reports, records, submittals.
- Low level of customer complaints, timely resolution, decreasing frequency of occurrence.

SECTION C.5.6: FAMILY SERVICE CENTER

- Customer satisfaction with programs and services and compliance with intent of applicable directives.
- Compliance with and maintenance of accreditation and directive standards.
- Improvement in Quality of Life through Navy Family Services Center (NFSC) programs and services.
- Accuracy in accounting for funds received for each of the following programs: FAP, NPST, RAP, SAVI and TAMP.
- Accuracy and timeliness of required reports, records, submittals.
- Low level of customer complaints, timely resolution, decreasing frequency of occurrence.

SECTION C.5.7: FIRE FIGHTING SCHOOL

- Availability of Fire Fighting classes.
- Compliance with Level II and special training requirements.
- Satisfactory training expressed in student critiques from multiple sources.
- Availability and operation of F-2000 system and required equipment.
- Accuracy and timeliness of required reports, records, submittals.
- Low level of customer complaints, timely resolution, decreasing frequency of occurrence.

SECTION C.5.8: TRANSPORTATION SERVICES

- Availability and reliability of moving and transportation services and equipment where and when needed.
- Certification of weight handling equipment.
- Timely trash and waste removal.
- Adverse impacts to mission due to transportation of people, goods, materials, equipment or sweeping operations.
- Compliance with industry and regulatory safety requirements.
- Accuracy of inventory and billing for fueling and other services.
- Quality, on-time services for flight line operations.
- Meets mandatory requirements for counseling, processing and scheduling inbound/outbound and NTS moves.
- Optimum carrier performance, process claims expeditiously.
- Process carrier invoices for timely payment.
- Accuracy and timeliness of required reports, records, submittals.
- Low level of customer complaints, timely resolution, decreasing frequency of occurrence.

SECTION C.5.9: FUEL, OXYGEN, AND NITROGEN OPERATION AND STORAGE SERVICES

- Properly tested products available when required.

- Compliance with storage and handling mandatory instructions on quality, inventory and environment.
- Operational demand for fueling/defueling services safely met.
- Impact on mission performance or readiness.
- Accuracy and timeliness of required reports, records, submittals.
- Low level of customer complaints, timely resolution, decreasing frequency of occurrence.

SECTION C.5.10: MAINTENANCE AND REPAIR SERVICES

- Mission failures due to maintenance of equipment or information technology systems.
- Customer satisfaction with condition and maintenance of buildings and structures.
- Achieve optimum level of maintenance/repair of buildings, structures, systems, or equipment.
- Customers receive Emergency and Service Work within established times.
- Compliance with Davis Bacon, Service Contract Wage Act or other labor regulations.
- Compliance with FAA and Ground Electronics Maintenance certification requirements.
- Accuracy and timeliness of allocation and billing.
- Accuracy and timeliness of required reports, records, submittals.
- Low level of customer complaints, timely resolution, decreasing frequency of occurrence.

SECTION C.5.11: MORALE, WELFARE AND RECREATION

- Customer satisfaction with programs and services and operation in compliance with applicable directives.
- Compliance with and maintenance of accreditation and directive standards.
- Improvement in Quality of Life through MWR programs and services.
- Full compliance with requiring Criminal History Background Checks (CHBC).
- Full compliance in personnel records being complete, accurate, and current.
- The availability and usefulness of MWR facilities and equipment are maximized.
- Accuracy and timeliness in accounting for funds, allocation and billing.
- Accuracy and timeliness of required reports, records, submittals.
- Low level of customer complaints, timely resolution, decreasing frequency of occurrence.

SECTION C.5.12: OCCUPATIONAL SAFETY AND HEALTH

- Customer satisfaction with programs and services.
- Safety and mission support.
- Availability of training.
- Compliance with mandatory requirements.
- Accuracy and timeliness of required inspections, reports, records, submittals.
- Low level of customer complaints, timely resolution, decreasing frequency of occurrence.

SECTION C.5.13: MATERIAL SUPPORT SERVICES

- Customers have materials when and where needed.
- Mission failures due to material non-availability.

- Compliance with hazardous materials laws, regulations, and permits.
- Accuracy and timeliness of required inspections, reports, records, submittals.
- Compliance with material receipt, storage, issue, shipment, disposal and management of inventory regulations as appropriate while insuring quality of material.
- Accuracy and timeliness in accounting for funds, allocation and billing.
- Low level of customer complaints, timely resolution, decreasing frequency of occurrence.
-

PHASE-OUT/TRANSITION PERIOD:

- Timeliness and quality of submission of completion deliverables.
- Effectiveness of communication between Contractor, Government and successor contractor.
- Impact on customer during transition.
- Timeliness and efficiency of transfer of Government Property to successor contractor.